

## **KITCHEN EQUIPMENT MAINTENANCE, SERVICE AND REPAIR**

### **GENERAL SCOPE OF CONTRACT**

To provide preventive maintenance, service, repairs, and emergency service to equipment listed herein. The omission of detailed specifications does not limit the quality of service rendered and only the best commercial practices are acceptable. All work shall comply with industry guidelines. All repairs, maintenance testing and inspections must be performed in accordance with recommended procedures of the manufacturer and in a craftsman like manner.

The service provider will provide within 24-hour continuing information of any work or repairs on any task that is not complete. All effort will be made to provide follow-up repairs within a day after the initial visit or estimated date giving as to when repairs can be expected. Service ticket is required to be left with the owner representative upon every visit.

All bidders are strongly encouraged to make a site visit. The State of Tennessee is not responsible for errors and/or omissions in bidder pricing due to not having made a site visit.

### **SITE CONTACT:**

Bruce Fields, Facilities Manager  
Email: bruce.g.fields@tn.gov  
Phone #: 423-881-6233

**Bledsoe County Correctional Complex (BCCX)**  
**1045 Horsehead Road**  
**Pikeville, TN 37367**

### **INSTRUCTIONS FOR BID PREPARATION**

For Semi-Annual inspections, "Trip Costs" need to be included in the amounts bid. These costs cannot be billed separately when related to scheduled maintenance.

### **Labor Rates:**

Regular time: This is for work performed between the hours of 7\_AM and \_4PM, Monday thru Friday.

Premium time: This is for work performed any time other than "regular time", including Monday thru Friday, Saturday, Sunday, and Holidays.

Trip charges: This is for service calls outside scope of semi-annual inspections and is to include all travel costs and associated expenses (personnel, vehicle, fuel, etc.) per round trip. Return trips due to incomplete or unsatisfactory work shall be limited to single trip charges.

Proof of Cost for Parts, Materials, Supplies, Equipment and Labor: All parts, materials, supplies and equipment will be billed at contractor's cost, minus any applicable sales or use tax pursuant to Tennessee code annotated section 67-6-209, plus fifteen percent (+15%) reference standard term & condition No. 40, titled "taxes". The vendor shall submit as backup documentation a copy of the original Purchase Invoice(s) as proof of cost for parts, materials, supplies & equipment. This backup documentation must accompany the job invoice order for the agency to process payment for service performed. If the vendor cannot produce a copy of the original purchase

invoice as proof of cost for repair parts, materials, supplies and equipment, the State may verify current market value and if necessary adjust the job invoice to reflect fair market price. Labor charges shall be compensated for time on site. This shall be verified by the service technician signing in on the Facilities' Contractor Sign-in Sheet and technician's service ticket. These documents must reflect actual time spent on campus and agree. This will be required to successfully process payment of services.

### **Service Charges:**

Semi-annual inspections will be paid per contracted costs.

Pre-approved and emergency repairs will be paid per contracted costs for time, material and trip charges.

### **Semi-Annual Inspection**

Semi-Annual inspection is to be an equipment troubleshooting inspection whereas two technicians will perform said inspection for a five consecutive day time period (Monday – Friday 7 AM to 4 PM – CST) to perform a physical and operational inspection of the Insinger Dishwashers, Rational Ovens, kettles, grills, deep fryers, cart washer, ovens, tilt skillets, disposals, mixers, pass thru hot and refrigerated boxes, Somat system, blast chillers, Greenheck hood systems, Stero dishwashers with Precision Temp booster heaters and Hobart/Baxter roll-in rack ovens etc., Please note specification listed to further define inspection requirements. After the inspection of all equipment on the equipment list, should time allow, physical and operations inspections should be performed in the general food service equipment at the facility manager's / supervisor's choice. Semi-annual inspection charge shall include labor on site, all travel accommodations, mileage charges and the consumption of good such as lubricants, filters, etc., that are required.

Quotes will be required for all repairs found to be needed during inspection within seven (7) days of completion of inspection. Charges for a return trip will not be allowed in order to give quote on issues found during inspection.

If time permits when inspections are complete and needed parts are available, repairs may be performed in conjunction with the scheduled preventative maintenance visit and any needed parts billed as per this contract. A trip charge will not be allowed with these inspections; therefore, any trip charge should be included in the inspection price.

### **SPECIFICATIONS**

#### **Services and Equipment:**

1. The contractor must have at least one full time employee capable of receiving and acting on service call requests and dispatching service technician during the hours of 7AM thru 4PM, Monday thru Friday, plus a telephone or paging system that will be answered live all other hours of every day. An unattended answering machine or voice mail system will not be acceptable.
2. The contractor must have material, equipment, and tools to test, maintain, repair and modify all the equipment and systems to ensure that they are in operating condition at all times.

#### **Reporting Requirements:**

1. All work must be approved in writing by the Facility Manager or designee prior to starting any repair, test, or modification.
2. Contractor must furnish a written report to the Facility Manager or designee upon conclusion of each visit, whether the visit was non-emergency or emergency type.

3. All visits by service technicians must be logged on site as to date and time (in/out) by Facility Manager, facility security personnel, and/or authorized representative. It is required that all service technicians personally sign-in and sign-out to verify their presence and length of stay at the facility.

### **Handling of Materials:**

All material, including waste and excess, used within the scope of the contract is the total responsibility of the contractor. All use, removal and disposal must be in accordance with any and all Environmental Protection Agency Regulations.

### **Types of Service:**

1. Regular time: Service during normal business hours of 7AM to 4PM Monday thru Friday. Charges to be at regular hourly rates.
2. Premium time: Services performed outside the normal business hours of 7AM to 4PM Monday thru Friday, including weekends and/or holidays. Charges to be at premium hourly rates.

### **Service Request Procedure:**

1. The contractor shall not perform any repair service without a written request from the Facility Manager, or designee.
2. Based on hourly rates, parts and trip charges, the contractor shall submit a maximum-not-to-exceed quote to the Facility Manager.
3. The Facility Manager shall submit to the contractor, a written approval for work to be performed. Transmittal shall be by mail, fax or email.

### **Response Time:**

1. The contractor shall provide emergency service twenty four (24) hours/day, seven (7) days/week. An emergency response time of 4 hour(s) is required during business hours and an eight (8) hour response time is required after normal working hours.
2. Non-emergency (as determined by Facility Manager) response time shall be twenty four (24) hour(s) during business hours and a 24 hour response time after normal working hours.

### **INVOICE REQUIREMENTS**

A service ticket/invoice must be left with the Facility Manager or designee after each service visit. The service ticket shall show man hours (time in – time out) and a list of all parts used. This service ticket will be required backup documentation for all payments.

The regular invoice will be submitted to the Facility Manager, listing work performed, labor costs, trip costs and costs for parts.

1. Payment is dependent upon verification of time for the service rendered plus trip costs plus the cost of parts. All required approvals from the Facility Manager must be attached to each invoice.
2. All repair parts must be billed at list prices plus 15% mark up.

### **PREVENTATIVE MAINTENANCE SCHEDULE**

#### **Semi-Annual inspection shall consist of but not limited to**

1. Physical inspection of the equipment utilities services, electrical conduit, gas lines, water and/or steam lines for damage, rust, poor connection, leaks, damaged insulation, loose connections, service valves, and any other defect that affects the equipment operations.

2. Physical inspection of the equipment exterior for damage, rust, doors, lids, covers, latches, seals for proper operations. Broken glass, missing/damaged panels, gauges, controls, system component lines, knobs missing or damaged, and valves for proper operations.
3. Physical inspection of the internal components, panels/vents rusted, missing or damaged, seals damaged, fans or lights not working properly, interior shell rusted or damaged, indicator or function switches missing or damaged.
4. The operational check will require the technician to operate the piece of equipment to observe and document the proper operations. Based on the type of equipment readings such as Full Amp Readings, Steam Pressures and other appropriate equipment operational readings shall be documented for future reference. This documentation will aid in future troubleshooting and determine future maintenance.

#### LBC Ovens:

1. Verify hood exhaust air-pressure switch is operating properly.
2. Check for bad elements, equal amp draw on all.
3. Check loading door handle & striker adjustment and verify the mounting screws are tight and seals are in good condition.
4. Check interior loading door release for proper operation.
5. Clean hood filters with soap and water.
6. Check and tighten any loose screws on both the interior and exterior of the oven.
7. Check the rack lift assembly for proper operation, adjust limit switch as needed.
8. Check rotator alignment on the rack rotator assembly; lubricate the drive chain if applicable.
9. Clean flour and dust that may have accumulated on top of the oven and circulation blower motor.
10. Check steam system for proper operation and drainage.
11. Clean/de-scale steam system sprays nozzles and drain pan if needed.
12. Check vent for proper operation.
13. Check loading door switch actuator for proper adjustment.
14. Check the loading door seal and door sweep condition.
15. Check control panel for proper operation.

#### Insinger Dishwasher:

1. Grease motor bearings with a grease gun using 1-2 strokes of medium Polyuria Grease
2. Remove and clean the strainer screens on water and steam lines. If the screens cannot be cleaned replace.
3. Inspect condition of solenoid valve seats and diaphragms. Replace where necessary.
4. Inspect drain O-rings for leakage. Replace where necessary.
5. Adjust conveyor chain tension using adjustment bolts located at machine entrance chute.

6. Replace the air filter with Insinger part number 1165-66
7. Check general cleaning of machine and ensure the equipment has been properly de-limed. Note and inform staff of general conditions.

Somat system: (extractor and pulper). Including garbage disposals, which are to be functionally tested with the Somat system in operation.

1. Check shell and slurry chamber for wear.
2. Check exterior finish for corrosion.
3. Check airline for leaks and/or clogs.
4. Check standpipe for leaks and /or clogs
5. Check impeller blades for wear.
6. Check impeller stationary blades for wear.
7. Check impeller teeth for wear.
8. Check impeller security ring for wear.
9. Check drive seal for leakage.
10. Check drive bearings for noise and wear.

Garbage disposal: An operational test is required on each machine: turn on, run through cycle, and ensure proper working condition.

Below listed equipment must be functionally tested semi-annually to include: turn on, run through cycle, and ensure proper working order/operation.

- Cart washer
- Vari-mixers
- Deep Fryers
- Tilt Skillets

